TransLink Customer Satisfaction Monthly Snapshot

November 2014

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	79	78	89	80
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	63	73	74	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	71	76	73
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	78	82	79
Ease of using go card sub-index Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	79	79	80	79
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	72	72	76	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	68	72	75	70
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	65	71	74	68
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	80	85	80
Staff Knowledge, conduct, presentation and helpfulness of staff	77	82	88	80
Affordability Cost of tickets and benefits of not having to pay for parking	51	47	56	50
Overall Service A combination of all reported categories	69	70	75	70

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and *go* card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (*go* card) per 10,000 trips	Customer complaints (other than *go* card) per 10,000 trips	*go* card Adjustments per 10,000 *go* card trips	Fixed fares as a percentage of all *go* card trips
8 December 2013	3,299,499	0.45	3.14	15.05	1.97%
15 December 2013	3,067,689	0.44	2.27	15.60	2.02%
22 December 2013	2,944,498	0.42	2.54	26.30	1.93%
29 December 2013	1,652,844	0.45	2.37	13.32	2.37%
5 January 2014	1,872,537	0.50	2.87	53.67	2.33%
12 January 2014	2,583,989	0.64	3.48	18.81	1.98%
19 January 2014	2,779,128	0.56	3.06	14.23	1.87%
26 January 2014	2,781,811	0.56	4.70	15.46	2.01%
2 February 2014	2,806,317	0.68	4.43	13.69	2.12%
9 February 2014	3,299,499	0.60	3.83	14.17	2.12%
16 February 2014	3,425,280	0.47	2.81	12.55	2.09%
23 February 2014	3,566,173	0.56	3.14	12.65	2.13%
2 March 2014	3,809,957	0.54	2.68	16.47	2.09%
9 March 2014	3,947,638	0.48	2.93	11.92	2.02%
16 March 2014	3,965,107	0.46	2.87	11.58	2.00%
23 March 2014	3,951,930	0.44	2.30	12.06	1.91%
30 March 2014	3,781,445	0.43	3.56	12.06	1.82%
6 April 2014	3,830,407	0.47	2.54	10.37	1.78%
13 April 2014	3,362,615	0.54	2.07	12.22	1.66%
20 April 2014	2,868,709	0.55	2.73	11.44	1.78%
27 April 2014	2,525,100	0.49	2.79	12.84	2.06%
4 May 2014	3,692,704	0.43	2.31	10.39	1.82%
11 May 2014	3,708,979	0.59	2.51	13.79	1.80%
18 May 2014	3,664,097	0.47	2.30	13.47	1.78%
25 May 2014	3,668,755	0.44	2.10	11.69	1.79%
1 June 2014	3,636,773	0.40	1.94	11.63	1.76%
8 June 2014	3,636,709	0.40	2.43	12.51	1.78%
15 June 2014	2,979,596	0.46	2.38	11.50	1.80%
22 June 2014	3,439,781	0.55	2.06	11.51	1.81%
29 June 2014	3,310,092	0.51	2.29	12.42	1.80%
6 July 2014	2,900,821	0.87	3.39	13.18	1.88%
13 July 2014	2,871,365	0.67	2.61	13.59	1.86%
20 July 2014	3,282,800	0.37	2.00	12.46	1.81%
27 July 2014	3,571,659	0.48	2.41	10.46	1.92%
3 August 2014	3,740,085	0.59	2.79	11.08	1.90%
10 August 2014	3,865,462	0.51	1.75	11.65	1.85%
17 August 2014	3,422,558	0.38	2.11	12.35	1.96%
24 August 2014	3,632,450	0.35	1.93	10.17	1.79%
31 August 2014	3,654,860	0.50	2.92	10.20	1.78%
7 September 2014	3,694,663	0.41	2.20	10.42	1.77%
14 September 2014	3,671,303	0.40	2.33	12.01	1.78%
21 September 2014	3,616,410	0.35	2.04	11.05	1.81%
28 September 2014	3,252,193	0.42	2.07	11.23	1.87%
5 October 2014	2,995,796	0.57	2.29	12.45	1.93%
12 October 2014	3,221,867	0.37	1.71	11.18	1.89%
19 October 2014	3,718,245	0.43	2.11	10.97	1.84%
26 October 2014	3,611,526	0.57	1.94	11.17	1.82%
2 November 2014	3,646,822	0.65	2.28	9.99	1.83%
9 November 2014	3,531,008	0.35	1.72	11.66	1.82%
16 November 2014	2,852,974	0.47	1.80	12.12	2.04%
23 November 2014	3,417,898	0.31	2.01	27.07	2.18%
30 November 2014	3,358,246	0.54	2.14	35.50	2.28%

## Overall satisfaction – A combination of all reported categories

Index out of 100
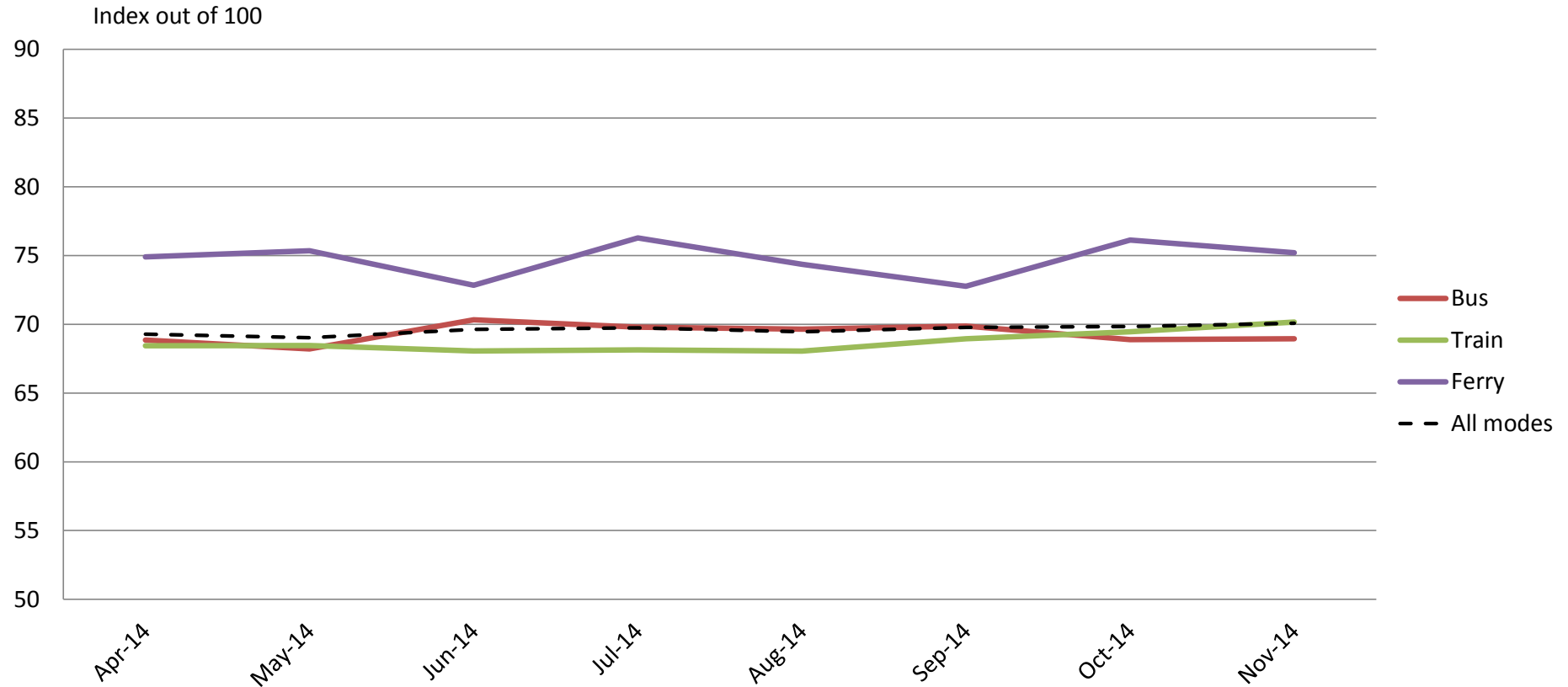
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	69	68	**70**	70	70	70	69	69
Train	68	68	68	68	68	69	69	70
Ferry	75	75	73	76	74	73	76	75
All Modes	**69**	69	70	70	69	70	70	70

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period
Green figures indicate a statistically significant **increase** in the period

## Safety and Security – Safety at stops, stations and on board vehicles

Index out of 100
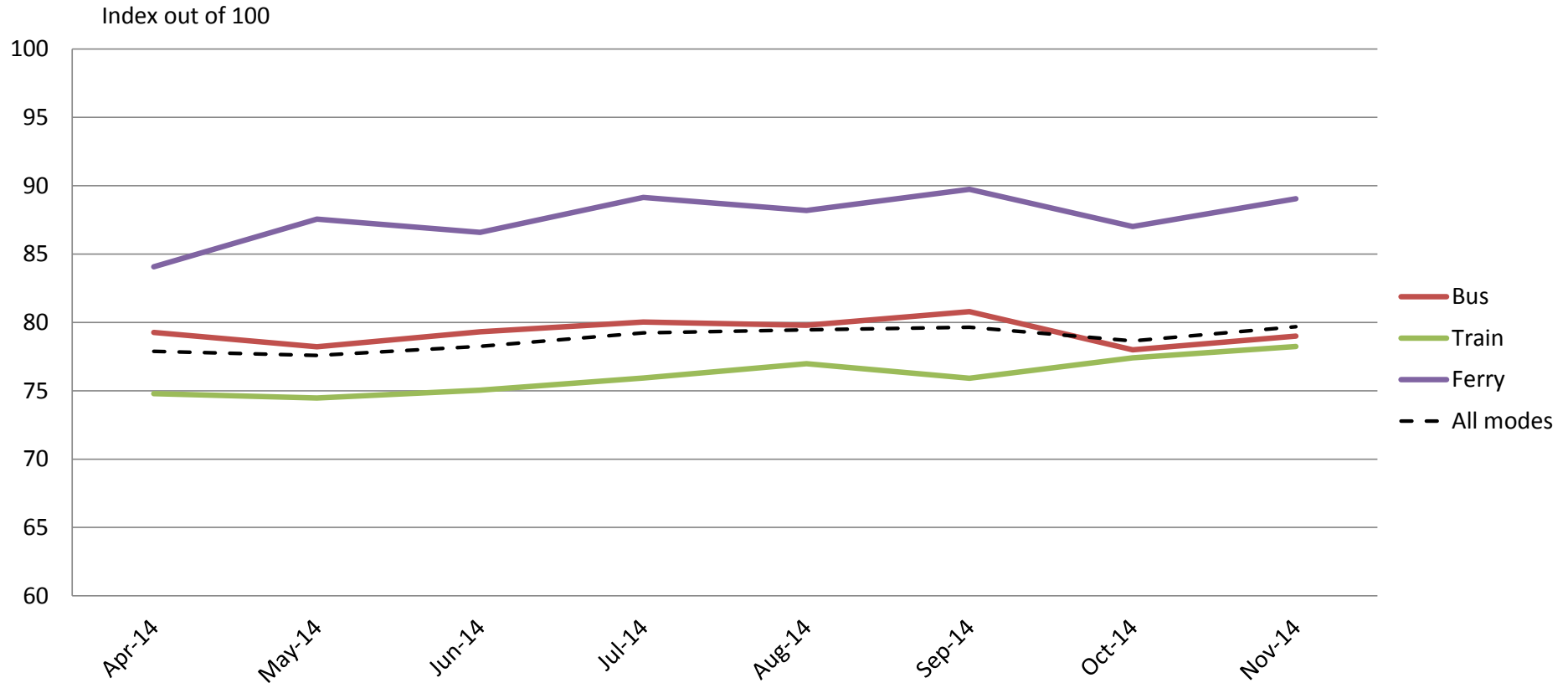
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	79	78	79	80	80	81	**78**	79
Train	**75**	74	75	76	77	76	77	78
Ferry	**84**	88	87	89	88	90	87	89
All Modes	**78**	78	78	79	79	80	79	80

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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100
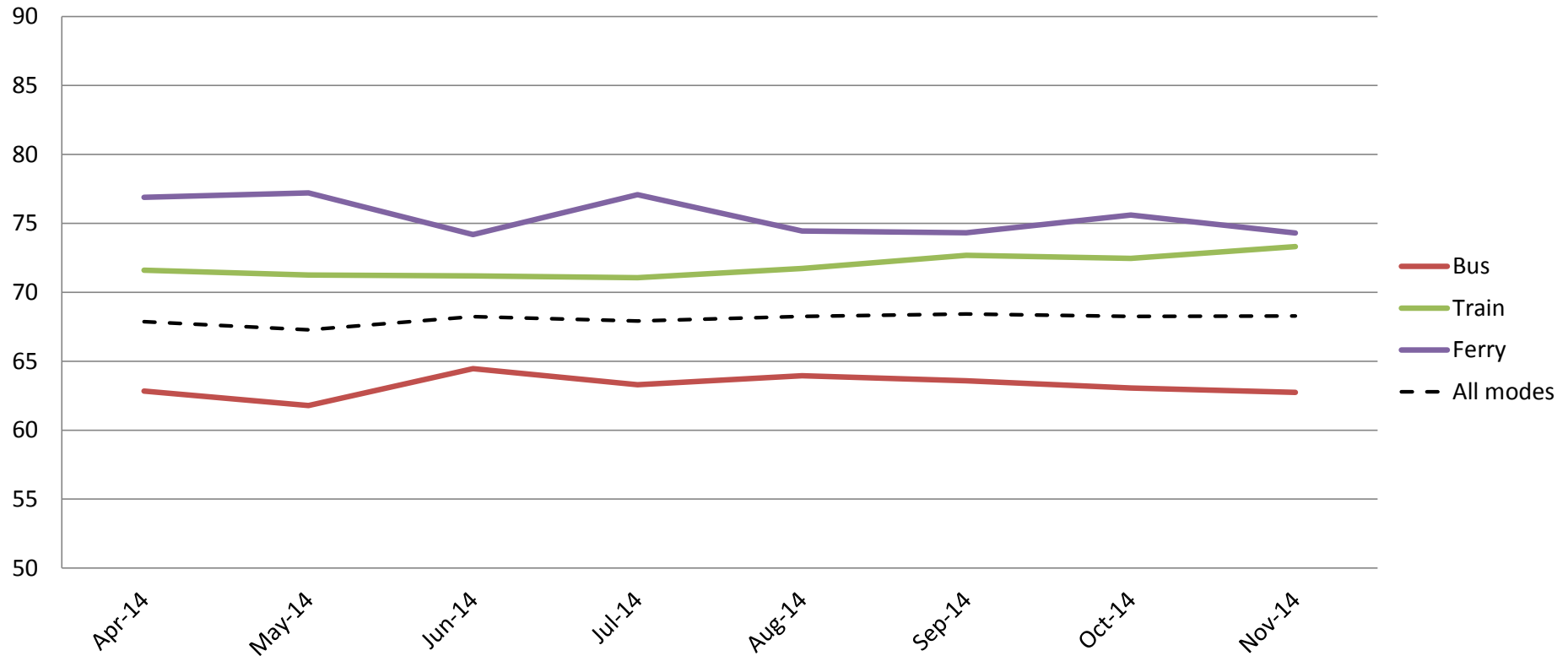
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	63	62	**64**	63	64	64	63	63
Train	72	71	71	71	72	73	72	73
Ferry	77	77	74	77	74	74	76	74
All Modes	68	67	68	68	68	68	68	68

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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

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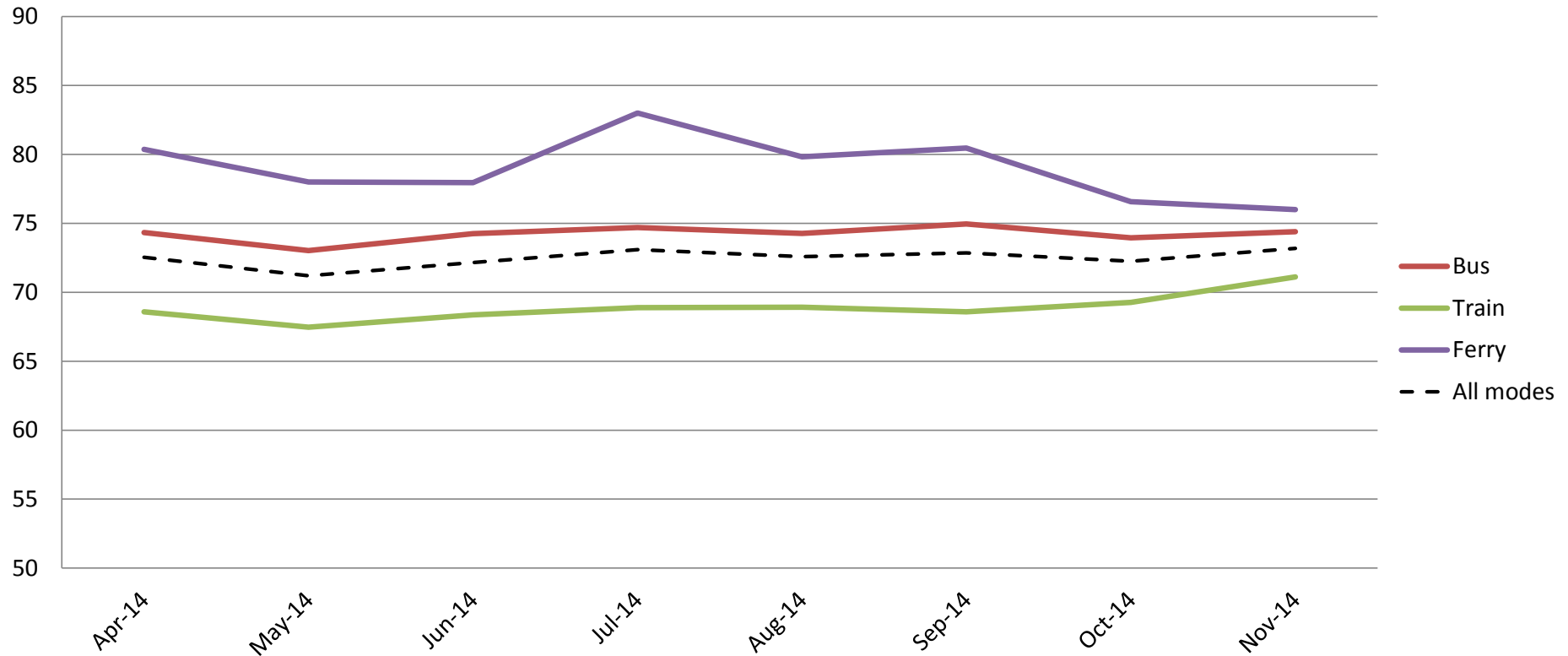
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	74	73	74	75	74	75	74	74
Train	**69**	67	68	69	69	69	69	71
Ferry	80	78	78	**83**	80	80	77	76
All Modes	**73**	71	72	73	73	73	72	73

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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

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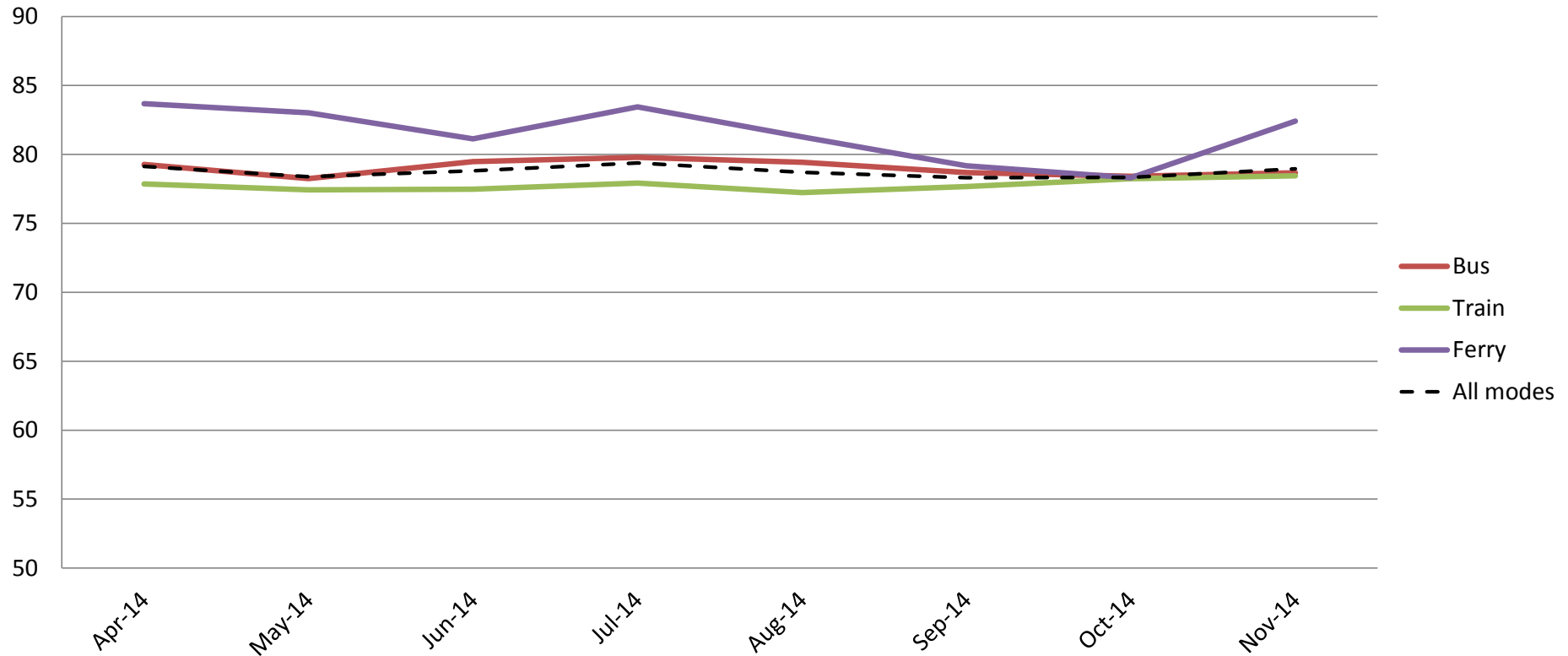
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	79	78	79	80	79	79	78	79
Train	78	77	77	78	77	78	78	78
Ferry	84	83	81	83	81	79	78	82
All Modes	79	78	79	79	79	78	78	79

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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100
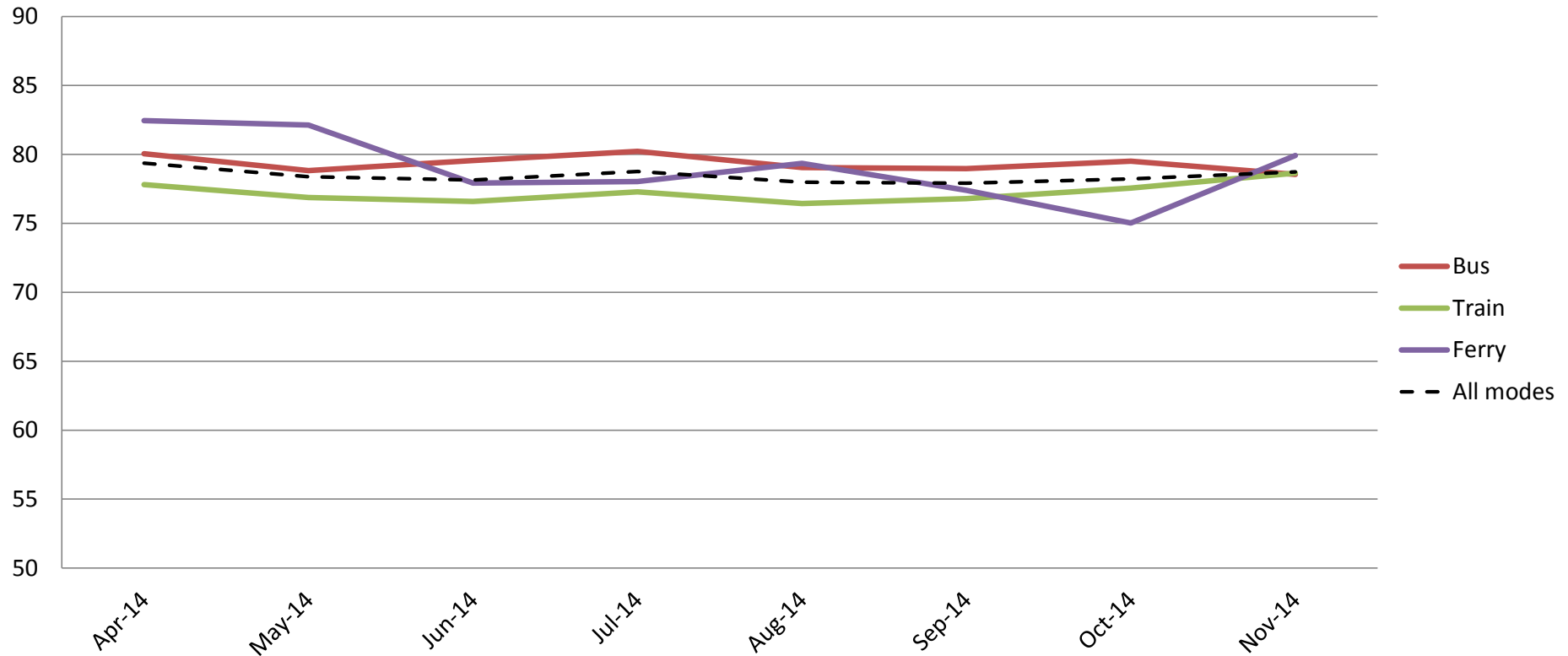
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	80	79	80	80	79	79	80	79
Train	78	77	77	77	76	77	78	79
Ferry	82	82	78	78	79	77	75	80
All Modes	79	78	78	79	78	78	78	79

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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100
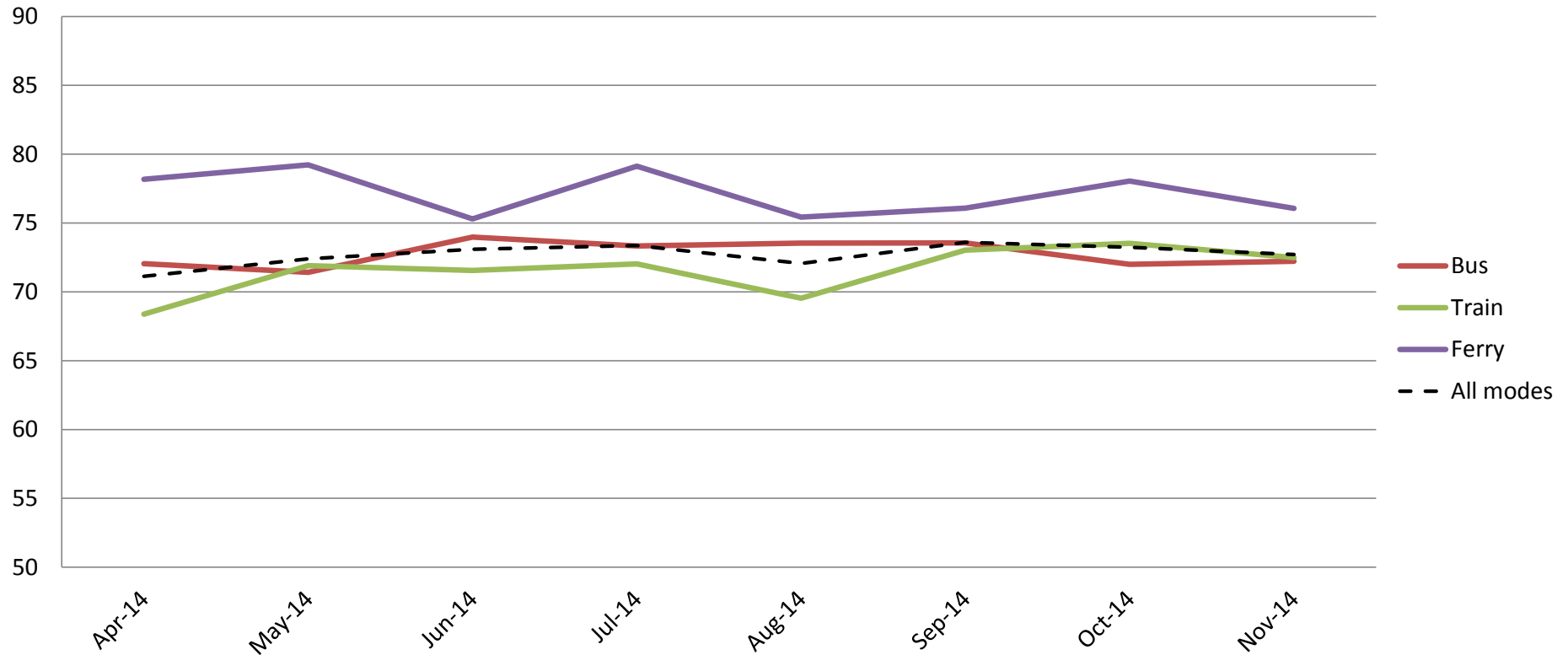
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	72	71	74	73	74	74	72	72
Train	68	72	72	72	70	73	74	72
Ferry	78	79	75	79	75	76	78	76
All Modes	71	72	73	73	72	74	73	73

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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

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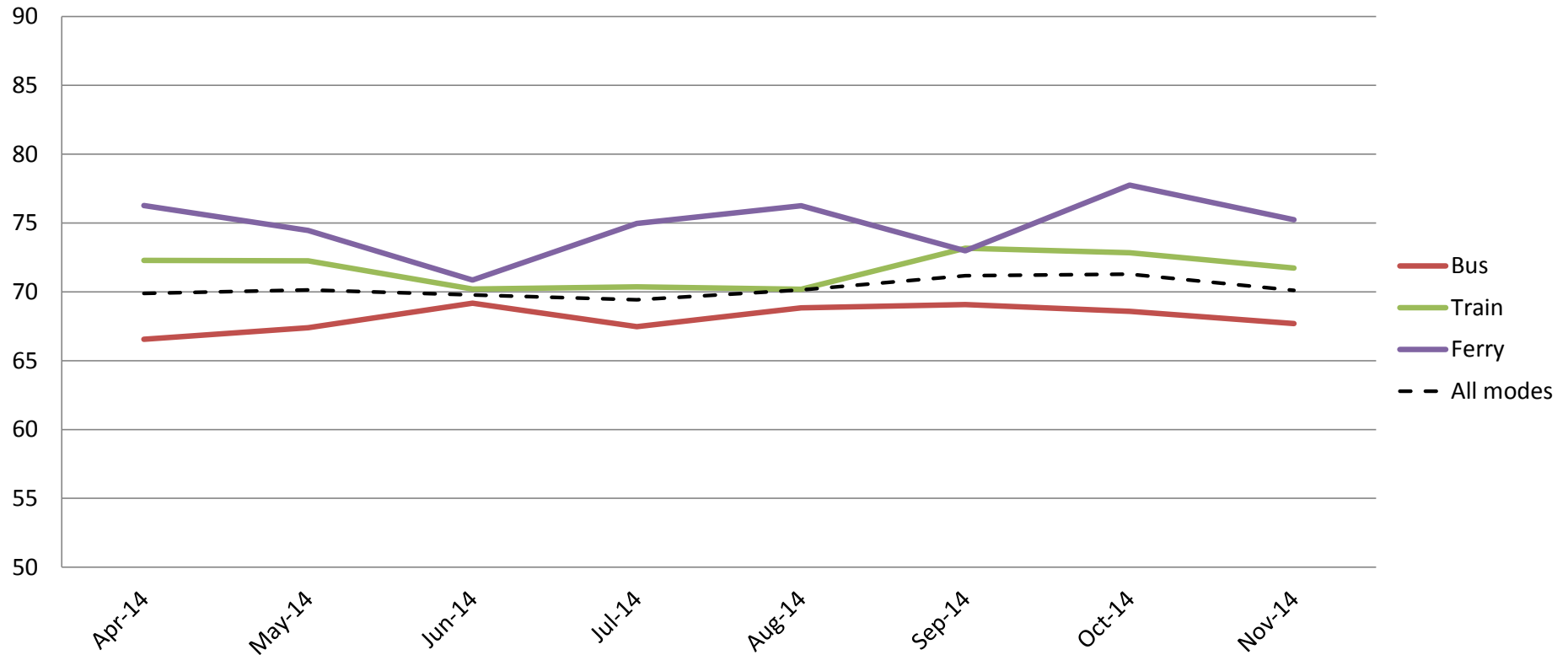
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	**67**	67	69	67	69	69	69	68
Train	72	72	70	70	70	**73**	73	72
Ferry	76	74	71	75	76	73	78	75
All Modes	70	70	70	69	70	71	71	70

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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

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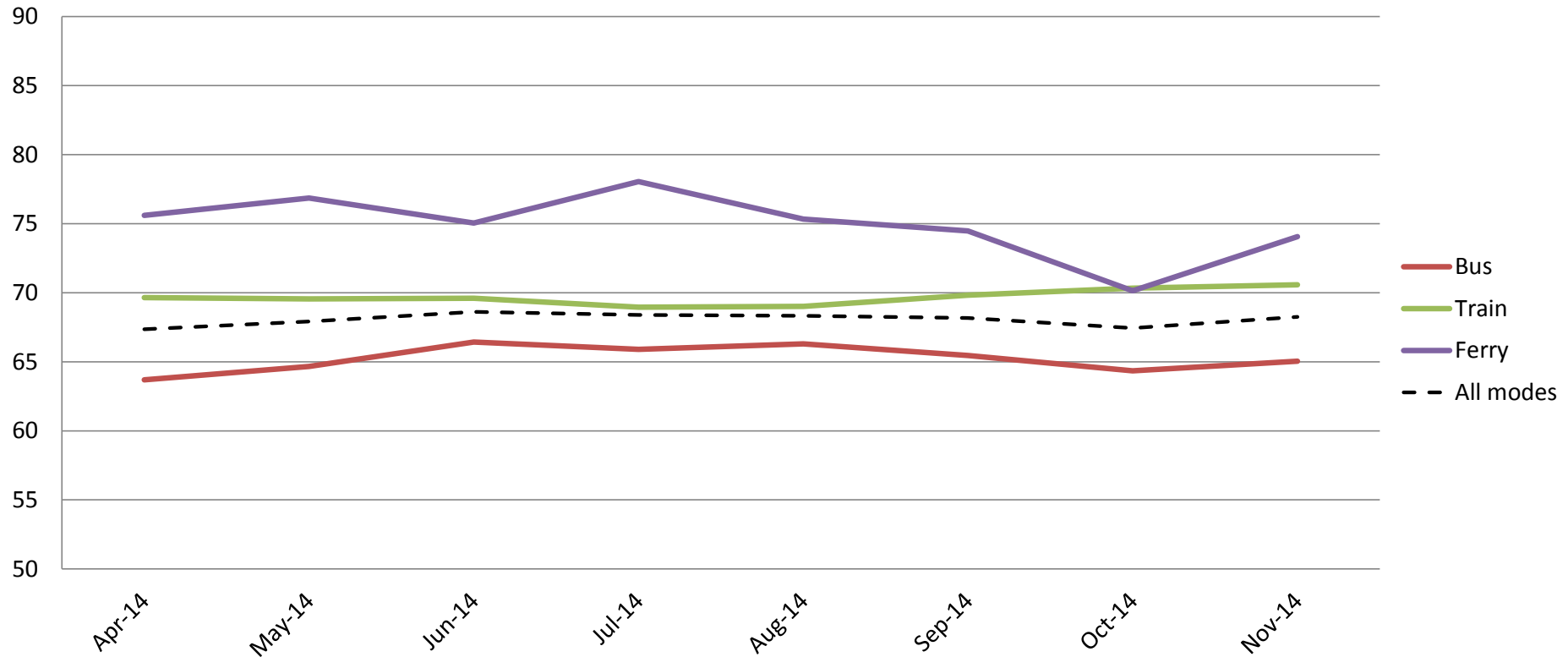
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	**64**	65	66	66	66	65	64	65
Train	70	70	70	69	69	70	70	71
Ferry	76	77	75	78	75	74	70	74
All Modes	**67**	68	69	68	68	68	67	68

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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100
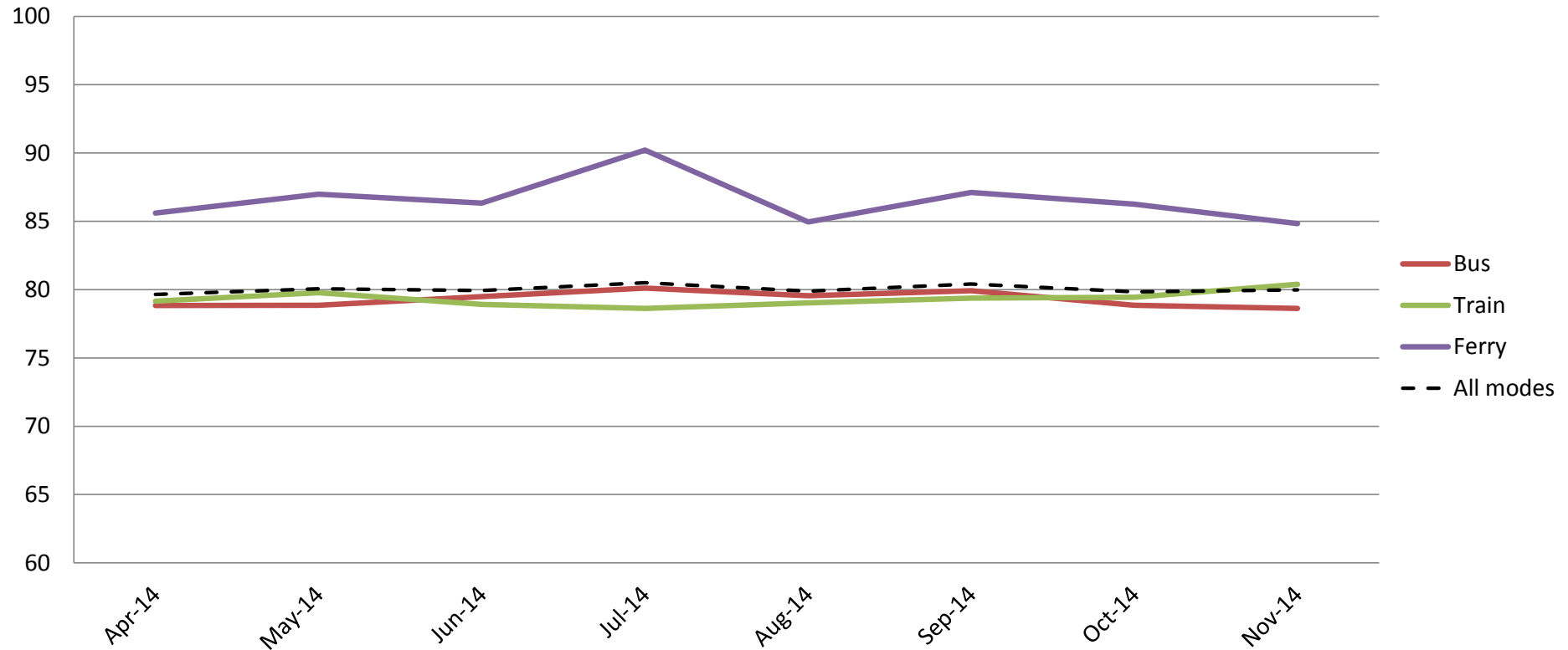
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	79	79	79	80	80	80	79	79
Train	79	80	79	79	79	79	79	80
Ferry	86	87	86	**90**	**85**	87	86	85
All Modes	80	80	80	81	80	80	80	80

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## Staff – Knowledge, conduct, presentation and helpfulness of staff

Index out of 100
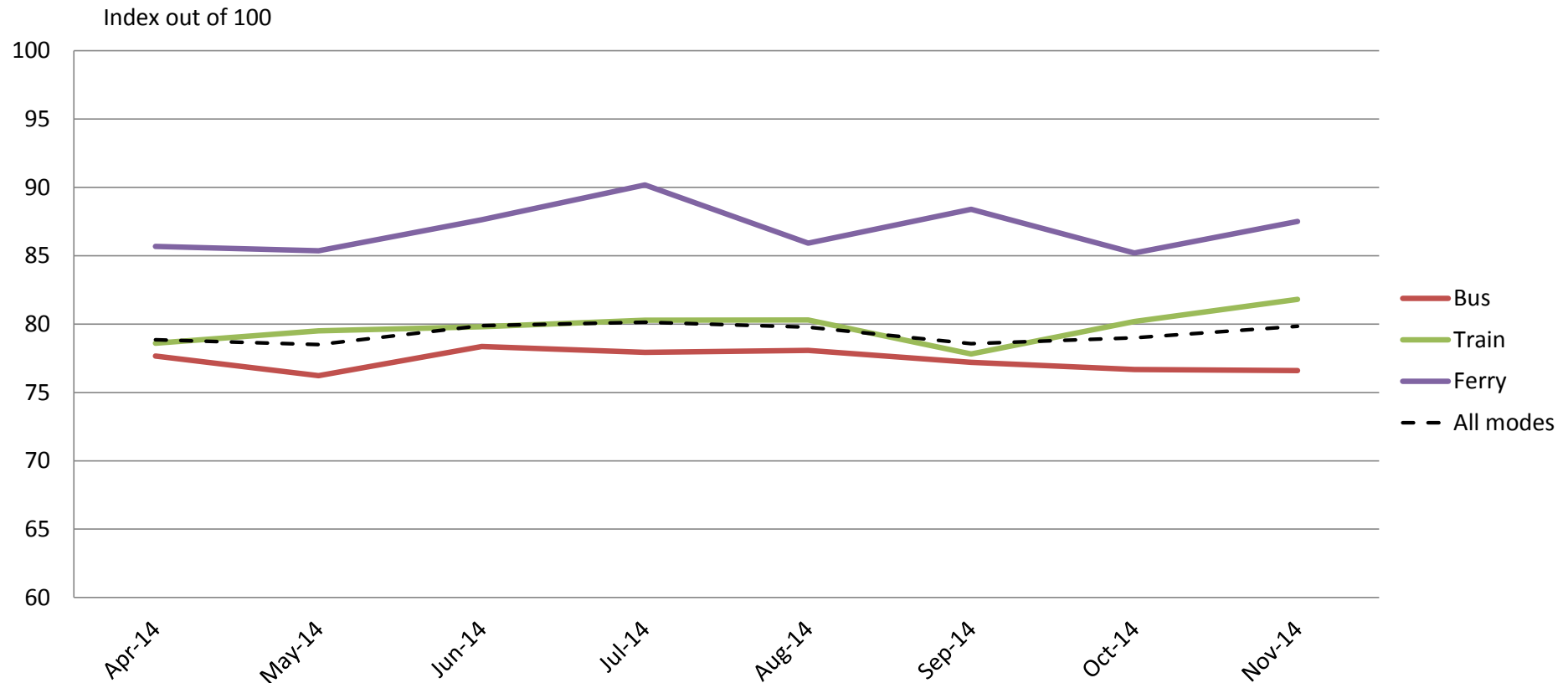
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	78	76	**78**	78	78	77	77	77
Train	**79**	80	80	80	80	**78**	**80**	82
Ferry	**86**	85	88	90	**86**	88	85	88
All Modes	**79**	79	**80**	80	80	79	79	80

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Affordability – Cost of tickets and benefits of not having to pay for parking

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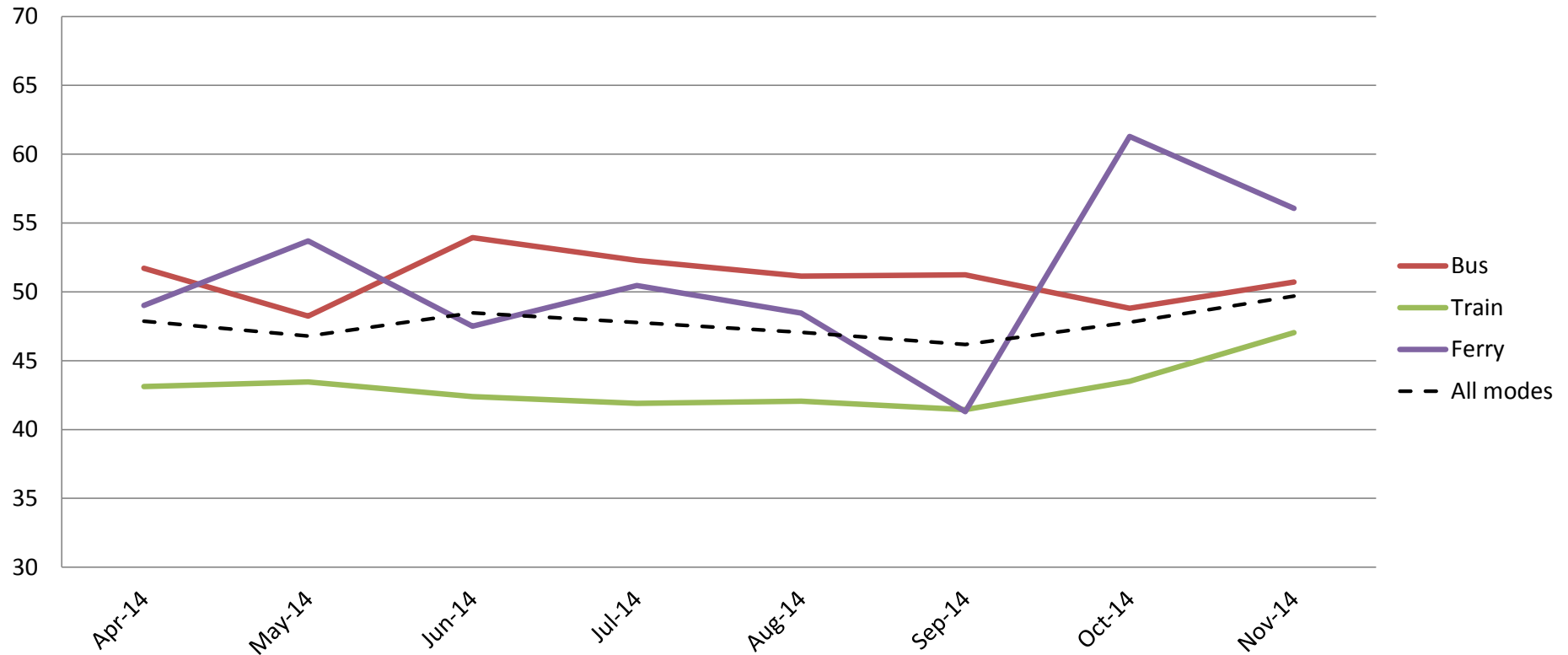
	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Bus	52	**48**	**54**	52	51	51	49	51
Train	43	43	42	42	42	41	43	47
Ferry	49	54	48	50	48	**41**	**61**	56
All Modes	48	47	48	48	47	46	48	50

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